

Consumer Information and Procedures

-- Rates / charges for using an operator's service within Illinois

- Operator-Assisted Person-to-Person Calls
- Credit Card Calls
- Collect Calls
- Third-number Billed Calls
- Coin Calls

Using the following information, you can determine the maximum rates you can be charged for Intrastate (made from one location in Illinois to another location in Illinois) operator-assisted calls.

What can the telephone company charge? Effective 1/1/2005, the maximum rates per minute are:

Air Miles	First Minute	Each Additional Minute
1-10	\$0.2562	\$0.2262
11-22	\$0.2713	\$0.2562
23-55	\$0.2865	\$0.2713
56-124	\$0.3167	\$0.3015
125-292	\$0.3465	\$0.3316
293 +	\$0.3618	\$0.3467

Effective 1/1/2005, the maximum surcharges for making operator-assisted calls are:

Dial	Operator	Type of Call	Max. Cost
0+ number	Live or Automated	Collect, Credit Card, 3rd-number billed, Coin Deposit	\$3.01
0	Live	Collect, Credit Card, 3rd-number billed, Coin Deposit	\$4.52
0+ number	Live or Automated	Person-to-person: Credit Card	\$5.41
0+ number	Live or Automated	Person-to-person: Collect, 3rd-number billed, Coin Deposit	\$5.41
0	Live	Person-to-person: Collect, 3rd-number billed, Coin Deposit	\$6.93

What Can I Do If I Have Been Overcharged?

- If you have been overcharged, call the telephone company or its billing agent identified on your bill.
- If the company is unable to assist you, send a copy of your bill and a letter explaining your position to the Illinois Commerce Commission's Consumer Services Division. In your letter, please explain how you made the call so we can determine the appropriate surcharge.

NOTE: The rates and surcharges are reviewed annually and may change each January.